Listening, learning and taking action with people and communities

Piloting a development and support tool
Information and guidance

A word about language

- When we use the phrase 'community led insight' we mean an **accurate and deep understanding of community experiences, needs, ideas and ambitions**.

- Integrated Care System (ICS) and Joined Up Care Derbyshire is used to describe **the partnership of organisations working across Derby and Derbyshire to provide health and care** for the population.

- Place is used to describe **the areas that make up Derby and Derbyshire**. Each 'Place' has its own focus within the overall Integrated Care System that is called a Place Alliance.

- Co-design is used to describe work that has been done to **involve a range of different people in the development of the tool**.

- Community connectors is used as a general term to describe **people who have established relationships with specific communities**.

- **Health inequalities** is used to describe when some people and communities suffer less good health than others.

Background and co-design

You can read the background and find out more about the codesign process in a separate document available on our website at:

Insight Framework >> Joined Up Care Derbyshire

or by email from:

ddicb.engagement@nhs.net

About the tool

The Listening, Learning and Taking Action Together, development and support tool has been codesigned and is primarily aimed at those working with or in the Integrated Care System (ICS).

This could include but is not limited to, people, teams or organisations seeking to:

- Reduce health inequalities

- Design and / or improve specific services or pathways

- Develop solutions to health and care problems

- Share leadership

It is created to support reflective practice and to help prompt development and learning opportunities in how community led insight can be used to support better health outcomes for all.

The tool can be used in a number of ways, including one or a combination of the following:

- Self review,

- Group or team review, and or;
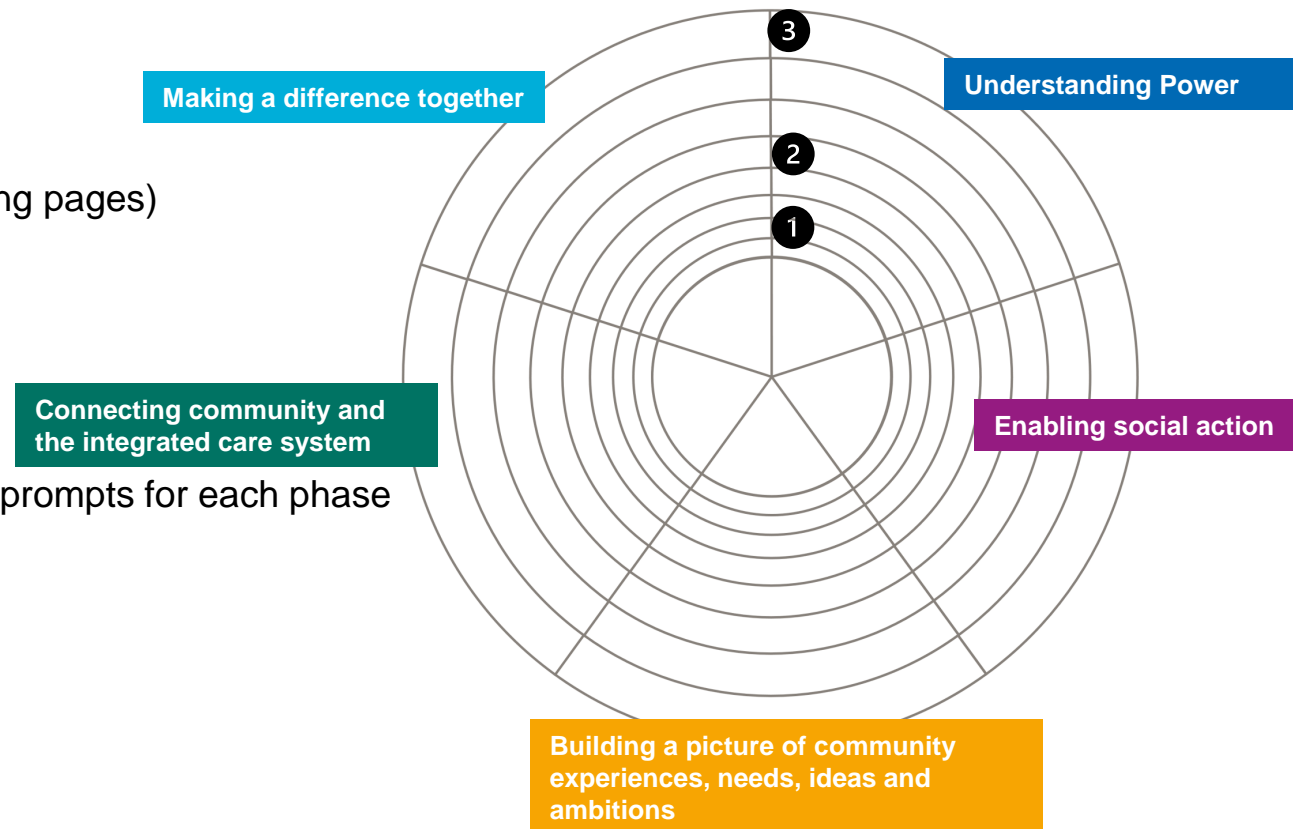
- Peer or 360 degree review.

The review process can be used to:

- Better understand your own practice and identify areas for development and learning

- Consider how you are doing as a group or a team and to develop an action plan together

- Review how others are doing and provide constructive input to develop and support learning

Using the tool

The Listening, Learning and Taking Action Together, development and support tool is a way to take an overview of how things are going in each of 5 areas of community led insight, to create an easy to use, visual image of areas of strength and development.

- There are 5 areas

- Each area is accompanied by a prompt card (see the following pages)

- Within each prompt card there are 3 levels
  - Level 1 – 'I have considered'
  - Level 2 – 'I am / We are'
  - Level 3 – 'We have'

- Within each of the 3 levels there are 3 prompts – a total of 9 prompts for each phase

Making a difference together

Understanding Power

Connecting community and the integrated care system

Enabling social action

Building a picture of community experiences, needs, ideas and ambitions

3
2
1

Using the tool

Users of the tool are invited to start by considering each of the 5 areas, from Level 1 through to 3, reflecting on the prompts, to colour in the wheel accordingly.

- **Level 1** is focused on personal commitment and consideration of what is required – I have considered

- **Level 2** moves into active mode – I am / we are

- **Level 3** is when a change or action has been completed – We have done

This will provide a simple visual overview of your starting point.

Once a starting point has been created using the visual of the wheel, the tool can be used in a number of different ways to support your next steps.

- **An action plan** based on reflections can be used as a guide and to track progress. For example, identifying and taking some next steps actions. The tool can help to guide next steps.

- **To demonstrate and make a case for where additional help and support would be useful**.

- **Carrying out follow up reviews.** By revisiting the tool at intervals and, using the areas, levels and prompts, to reflect on how community led insight to influence decisions is developing over time.
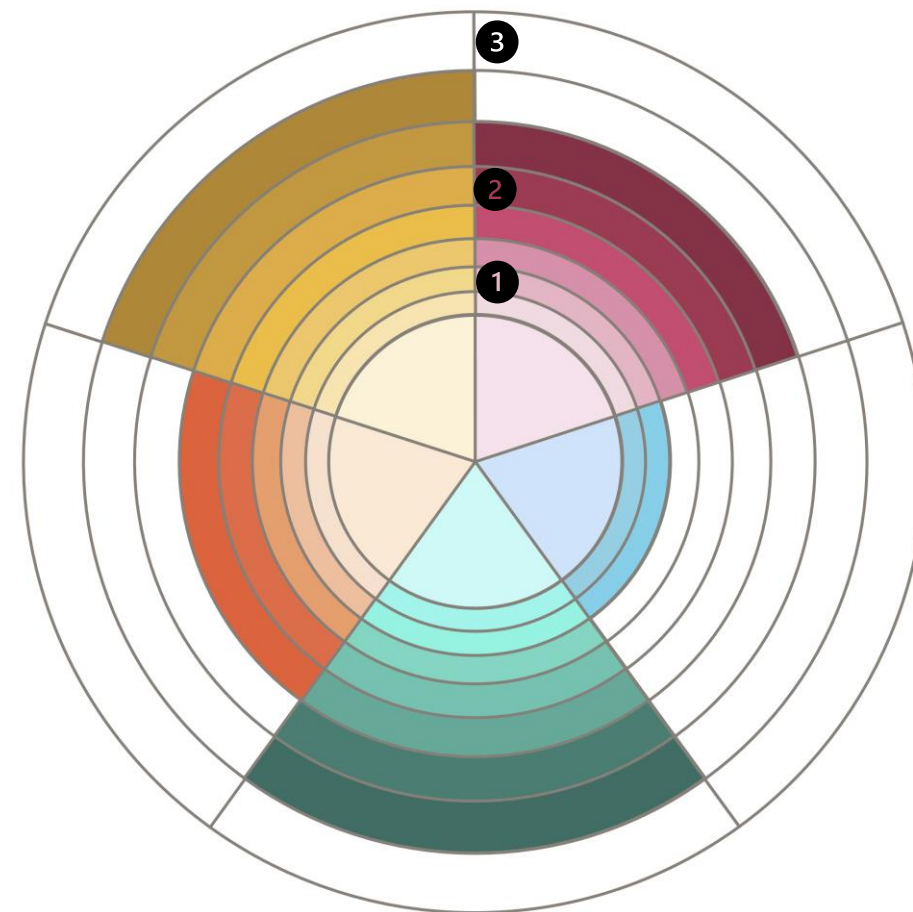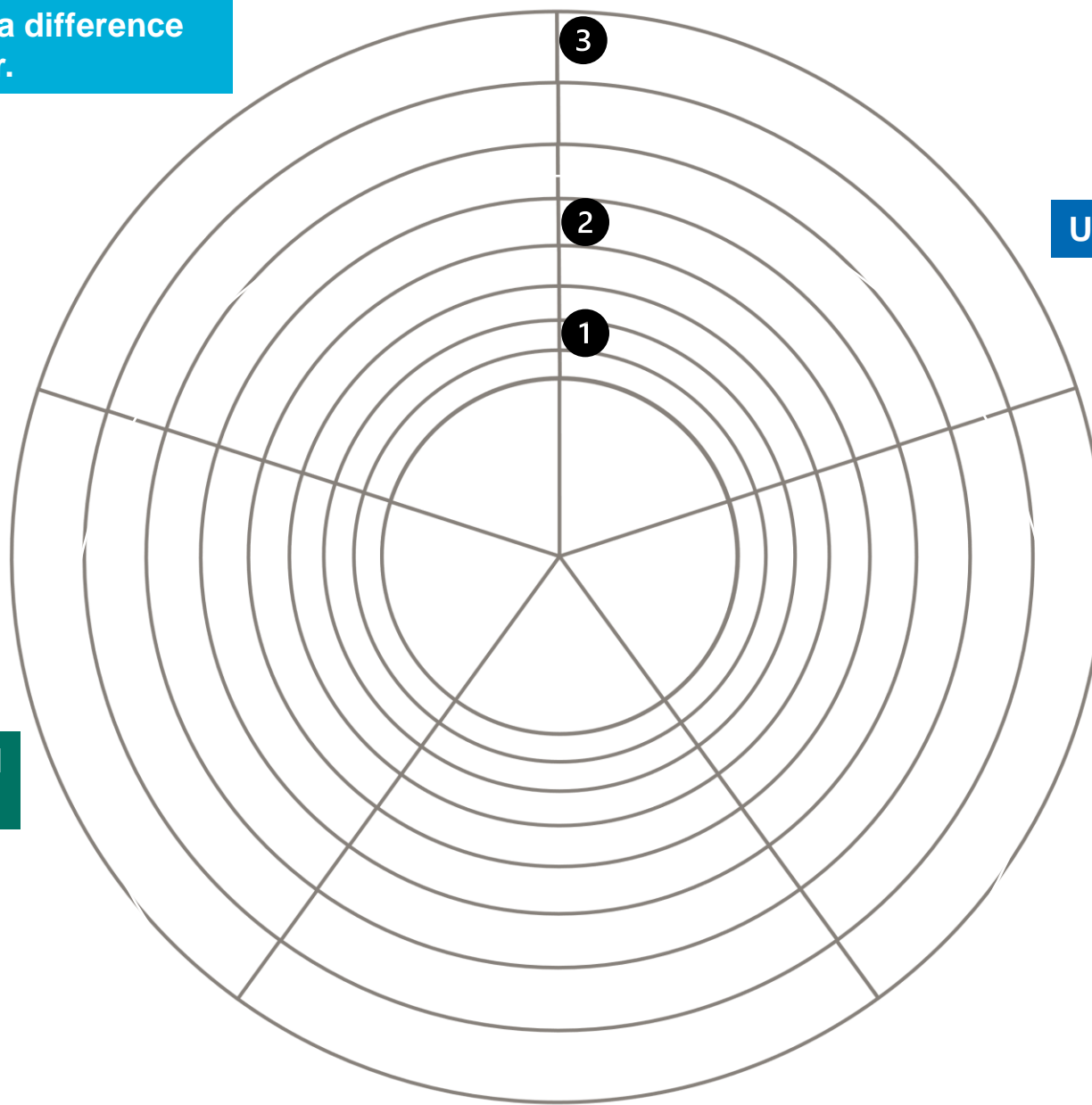
Listening, learning and taking action together.

Development and support tool for community led insight.

Making a difference together.

Understanding Power.

Connecting community and the integrated care system.

Enabling social action.

Building a picture of community experiences, needs, ideas and ambitions.

Joined Up Care Derbyshire

Jessie Cunnett Consulting Ltd 2023

Understanding Power

To achieve meaningful relationships with the community, to build trust and develop and share the importance of an accurate and deep understanding of community experiences, needs, ideas and ambitions.

Level 1	Level 2	Level 3
I am aware of my own position and power. **Prompts - I have considered:**	Taken steps to address any power imbalance. **Prompts - I am / we are:**	Power has been distributed to communities **Prompts - we have:**
• How my role and status will be perceived and whether an imbalance of power will have an impact on levels of trust. • Inequalities and disadvantage that might impact on whether and how communities can get involved. • Who is in control of the conversation and whether I am the right person to lead this work.	• Actively discussing with the community what might be required to create an environment where people want to share. • Taking extra time to connect with those who are marginalised and easy to ignore. • Working with community connectors to understand and to reach in to understand the needs and ambitions of communities.	• An established and on-going equal relationship with communities. • A full and shared understanding of the strengths and assets within the community. • Passed power to communities to self organise around the issues that matter to them.

Enable Social Action

So that change can be led by the community. Exploring what people want to talk about, change and influence, and understanding how they want to do this.

Level 1	Level 2	Level 3
I am aware of the value of community led social action **Prompts - I have considered:**	Taken steps to support community led social action **Prompts - I am / we are:**	Community led social action is accepted as the norm. **Prompts - we have:**
• What resources might be required to support active community engagement. • Whether the language I am using is accessible and inclusive. • The issues, needs and ambitions that matter to the community.	• Resourcing the community to deliver specific projects or pieces of work. • Engaging people through ongoing conversations in their time, in their way, in their place. • Resourcing opportunities for people to learn and develop.	• Agreements in place for on-going funding for community action. • Community led mechanisms in place to understand a problem and co-design a solution. • Evidence of community led action.

Building a picture of community experiences, needs, ideas and ambitions.

So that accurate and deep community led insights can be understood and shared.

Level 1	Level 2	Level 3
I am aware of what is needed to support community led insight. **Prompts - I have considered:**	Taken steps to hear directly from communities. **Prompts - I am / we are:**	Community led insights are valued and seen as integral to decision making. **Prompts - we have**:
• Whether the community identifies to a place, interest or experience. • Whether I have the right skills and experience to undertake the work. • What methods to use so everyone who wants to, can get involved.	• Building on information and knowledge that is already available from within communities. • Working with communities, partners and colleagues to avoid duplication and share information. • Clear about what we want to understand together with the community and the difference we collectively want to see.	• Supported communities to capture and articulate their own insights and problems. • Worked side by side with the community to get beyond the 'data' to connect with real lives, experiences and feelings. • Created fertile ground on which community led insight is valued across the system.

Connecting community and the integrated care system.

So that community led insights can shape solutions and services.

Level 1	Level 2	Level 3
I am aware of the need to be proactive to make sure community insights can shape solutions and services. **Prompts - I have considered:**	Taken steps to connect the community with the integrated care system. **Prompts - I am / we are:**	The community are connected and directly shaping solutions and services **Prompts - we have**:
• Who needs to see and engage with the community insights that are generated. • How to include multiple and differing perspectives in decision making. • Using information sharing agreements between communities, partners and the system.	• Using a diverse range of methods and approaches developed with the community to communicate information and messages on a regular basis. • Connecting community identified needs, experience, ideas and ambitions with decision-makers. • Actively working with community connectors to build trust in how their insights will be used across the system.	• Dedicated and shared programmes of work connecting communities impacted by health inequalities, to system leaders responsible for reducing them. • Communities actively sharing their needs, experiences, ideas and ambitions with decision makers on an on-going basis. • Effective and trusted two-way channels of communication in place.

Making a difference together.

To address health inequalities and improve services and health outcomes by translating community led insight into action.

Level 1	Level 2	Level 3
I am aware of the importance of connecting community led insight with decisions and actions that lead to change. **Prompts - I have considered:**	Taken steps to ensure that community led insights can lead to change. **Prompts - I am / we are:**	Community led insight is making a difference. **Prompts - we have:**
• Existing information and data about what problem(s) we are trying to solve together. • Who has the power to take action and where decisions will need to be made and by whom. • What a process to record and track the impact of decisions and actions based on community led insight might include.	• Supporting the community to take a lead on implementing actions where they want to. • Working with partners to ensure there is sufficient flexibility to take action on community insight. • Recording and tracking the impact of decisions and actions based on community insight.	• Communities actively involved in taking action alongside decision makers to shape services and solutions on an on-going basis. • Seen and can evidence a reduction in health inequalities and improved health outcomes as a result of community led insight. • A culture that acknowledges and resources community led insight as integral to the delivery of high-quality services and equitable health outcomes and recognises the financial benefits of this way of working.